

QUALITY CONTROL PLAN  
FOR  
CONTRACT PERSONAL PROPERTY SHIPMENT SERVICES  
AT

(Name of Activity)

FOR INFORMATION PURPOSES ONLY

This Quality Control Plan is not part of the Request for proposal (Invitation for Bids) nor will it be made part of any resulting contract. The Government has the right to change or modify inspection methods at its discretion.

## QUALITY CONTROL PLAN

### 1. GENERAL.

a. This quality control plan has been developed to aid the Quality Assurance Evaluator (QAE) in providing effective and systematic surveillance of all aspects of the contract. The objective of this plan is to evaluate how the contractor is performing in all areas. The methods of surveillance are inspection, checklist and validated customer complaint. The Required Services Chart (RSC), Figure Q-1, shows required services, minimum requirements for acceptable performance of each area and method of surveillance.

b. Each schedule in the contract has services that must be performed. Although there may be more than one contractor needed to perform the total requirement for each schedule, the portion awarded each contractor represents 100% effort for that particular contractor. A contractor may be awarded more than one schedule or be awarded a particular schedule for more than one contract area of performance. The RSC specifies the value of each service as a percentage of the schedule price. Should unacceptable performance occur, these percentages will be used in determining appropriate payment reductions in accordance with FAR clause 52.246-4, Inspection of Services-Fixed Price. When a specific element identified as a required service contains more than one sub-element, the contracting officer may make a determination of the diminished value for the entire element. The percentages outlined in the RSC are the maximum percentages available for reducing the contractor's payment for the shipment when services are determined to be defective. The contracting officer may use reduced percentages providing they are reasonable, supportable, well documented and analytically sound.

### 2. INSPECTION GUIDELINES .

a. The following guidelines are compiled for each schedule. The schedule is based on 50 percent inspection of shipments or as many shipments as can be inspected for any given month. To ensure equitable distribution of inspections during the month, the following guidelines, if applicable, for each schedule may be followed.

**SCHEDULE I** - Inspect at least one (1) shipment per working day but adjust accordingly to ensure that 50 percent of shipments for any given month is obtained.

**SCHEDULE II** - Inspect at least one (1) shipment per working day but adjust accordingly to ensure that 50 percent of shipments for any given month is obtained.

**SCHEDULE III** - Inspect at least two (2) shipments per week but adjust accordingly to ensure that 50 percent of shipments for any given month is obtained .

### 3. DOCUMENTATION PROCEDURES .

a. MT Form 360-R, Report of Contractor services, Figure O-2. This form is used to record inspection results. Each inspection will be recorded in duplicate. The form is preprinted with the specific services required for each schedule. The form will be retained for reference purposes. If performance is unacceptable, a copy will be forwarded to the contracting office. Following are instructions on preparation and distribution of this form:

(1) Enter the contractor's name, owner's name, rank, address, the call number assigned to the shipment and date/time of the shipment in the appropriate spaces.

(2) Mark the service inspected with an acceptable (A) or unacceptable (U) in the appropriate space. The details of any unacceptable observations or defects discovered shall be recorded in the Remarks section of the form. If additional space is needed, continue on the reverse of the form. In Block 12 list the appropriate paragraph (s) covering the unsatisfactory service. If any service on the report is not inspected, mark "NR" in the appropriate space. This service would be considered acceptable for reporting purposes.

(3) If a defect is observed, the inspector must notify the on-site manager or contractor's representative. Blocks 15 and 16 will be completed by the on-site manager or contractor's representative and the inspector will sign in Blocks 17 and 18. If the contractor's representative declines to sign Blocks 15 and 16, the inspector will record the time and date on the form and initial.

(4) If the contractor's representative indicates the defect was caused by Government action, the inspector will evaluate the contractor's position. If contractor's position is found valid, the unacceptable rating will be changed to acceptable and actions will be documented on the back of the form. If the defect is determined to be the contractor's fault, the service will remain marked as unacceptable.

b. MT Form 352-R, Contract Discrepancy Report (CDR) , Figure O-3. For unsatisfactory or unacceptable services, the form will be completed as follows and forwarded to the contracting officer for action: Block 1 - enter contract number; Block 2 - enter call number, and Block 6 - give description and list specific paragraphs from the Performance Work Statement (PWS) . Other Blocks are self-explanatory.

c. MT Form 364-R, Surveillance Activity Checklist, Figure O-4, &5, and Q-6. This form will be used by the inspector (quality control evaluator) to document unsatisfactory service and untimely reports submitted by the contractor. This form, along with the CDR, will be forwarded to the contracting officer for further action.

d. Customer Complaint Form, Figure O-7. This form was developed to record customer complaints. All customer complaints found to be in violation of the PWS will be annotated on the Customer Complaint Form (AF installations will use AF Form 714) . Form should be used as follows :

(1) Each customer's complaint will be evaluated. The validation process will include contacting the complainant and/or reviewing all documents pertaining to the particular service in question.

(2) All customer complaints found to be in violation of the PWS will be annotated and forwarded to the contracting officer for action.

4. DISTRIBUTION OF FORMS . Following will be forwarded to the contracting officer for appropriate action: (Timeframe for forwarding documents is decision made jointly by QAE or his representative and contracting officer. )

Original copy of MT Form 360-R, Report of Contractor Services; MT Form 352-R, Contract Discrepancy Report; MT Form 354-R, Surveillance Activity Checklist, and Customer Complaint Form.

Copies of all documents listed above will be retained in the contractor's file for future reference.

# REQUIRED SERVICES CHART

REQUIRED SERVICE	MAX % OF DEDUCTION SCHEDULE			METHOD OF INSPECTION	MIN % OF INSPECTION
	I	II	III		
Quality Control	2	2	2	Inspection	50
Premove Survey	9	N/A	9	Customer Inspection	50
Weighing	5	N/A	5	Inspection	50
Weighing-PBP&E	2	N/A	1	Inspection	50
Reweighing	N/A	8	N/A	Inspection	50
Timely Pickup	10	N/A	8	<b>Inspection/Customer</b>	50
Timely Delivery	N/A	13	8	Inspection/Customer	50
Packing Material	9	N/A	6	Inspection	50
Packing	10	N/A	8	Inspection	50
Preparation Inventory	5	N/A	5	Inspection	50
Appliance <b>Svc/Materials</b>	2	5	3	Inspection	50
Containerization	<b>11</b>	N/A	N/A	Inspection	50
<b>Vehicles/Equipment</b>	5	5	5	Inspection	50
Loading	7	N/A	8	Inspection	50
Container Marking	6	N/A	N/A	Inspection	50
Container Remarketing	N/A	10	N/A	Inspection	50
Storage Service	5	9	N/A	Inspection	50
Unloading	N/A	10	8	Inspection	50
Unpacking	N/A	10	8	Inspection/Customer	50
Removal of Debris	N/A	8	5	Inspection/Customer	50
Recording Loss/Damage	<b>N/A</b>	8	5	Inspection	50
Documentation	6	6	6	Checklist	100
Provide Reports	<u>6</u>	<u>8</u>	<u>N/A</u>	Checklist	100
Total Per Schedule	100	100	100		

Figure 1-Q

# REPORT OF CONTRACTOR SERVICES

● ART 1

INSPECTING ACTIVITY	2. CONTRACTOR'S NAME	3. CONTRACT NUMBER	4. ORDER NUMBER
SHIPMENT INSPECTED (Check appropriate box.) <input type="checkbox"/> RESIDENCE <input type="checkbox"/> CONTRACTOR'S FACILITY <input type="checkbox"/> OTHER _____			5. DATE/TIME
● ROPCRV OWNER'S NAME (Last, First, M.I.)	1. RANK/ GRADE	2. SSN	10. ● /u/oCWJERV ADDR SS

INSTRUCTIONS. Information in Part I above is obtained from DD Form 1299. ● en II will be completed during the inspection of services. ● x ● n "A" the square when the service is acceptable or a "U" when the service is unacceptable. When the service is not required, place an "NR" in the space. The ● mP&t\* contract paragraph number must be placed in the block marked REFERENCE when the service is unacceptable.

## PART II

11. SERVICE	12. REFERENCE	13. SCHEDULES		
		I	II	III
1. Did the contractor perform a premove survey, if required?				
2. Did the contractor weigh the shipment in accordance with prescribed procedures?				
3. Was PBP&E properly weighed?				
4. Did the contractor reweigh in accordance with prescribed procedures?				
5. Was shipment picked up within agreed times on the agreed date?				
6. Was shipment delivered within agreed times on the agreed date?				
7. Do packing materials meet specifications?				
8. Were proper packing methods used?				
9. Was inventory properly prepared?				
10. Were appliances properly serviced as required?				
11. Were appliances properly unserviced as required?				
12. Were proper materials used to service appliances?				
13. Were articles properly containerized?				
14. Were articles properly loaded in the van?				
15. Were containers properly marked?				
16. Were containers properly remarked, when required?				
17. Were proper storage services provided?				
18. Were unloading services performed and were articles placed so they were readily accessible to the member?				
19. Were unpacking services performed? or waived:				
20. Was debris removed from residence?				
21. Was loss ● d damage recorded on a DD Form 1640 at the time of delivery?				
22. Were weight tickets, GBL, and packing lists properly completed?				
23. Were documents returned to the ITO within the required time frame?				
14. REMARKS				
15. NAME OF CONTRACTOR NOTIFIED OF DISCREPANCIES (Last, First, M.I.)		16. SIGNATURE OF CONTRACTOR NOTIFIED OF DISCREPANCIES		
17. NAME OF INSPECTING OFFICIAL (Last, First, M.I.)		18. SIGNATURE OF INSPECTING OFFICIAL		19. DATE (Mo/Day/Year)

CONTRACT DISCREPANCY REPORT			
1. CONTRACT NUMBER		2. <input type="radio"/> cPOST <input type="radio"/> umocm <b>FOR THIS DISCREPANCY</b>	
3. TO: (Contractor and Managers Name)		4. FROM: IS-of QAE)	
5. DATES			
PREPARED	RETURNED BY CONTRACTOR	ACTION COMPLETE	
6. DISCREPANCY OR PROBLEM: (Describe in detail; include reference to PWS Directive; attach continuation sheet if necessary.)			
7. SIGNATURE OF CONTRACTING OFFICER			
8. TO: (Contracting Officer)		FROM: (Contractor)	
9. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE; ATTACH CONTINUATION SHEET IF NECESSARY. (Cite applicable Q.C. program procedures or new Q.C. procedures.)			
10. SIGNATURE OF CONTRACTOR REPRESENTATIVE			DATE
11. GOVERNMENT EVALUATION (Acceptance, partial acceptance, rejection; attach continuation sheet if necessary.)			
12. GOVERNMENT ACTIONS (Reduced payment, cure notice, show cause, other.)			
CLOSE OUT			
	NAME-TITLE	SIGNATURE	DATE
CONTRACTOR NOTIFIED			
QAE			
ACO			

MT FORM 34 DEC 352-R (TEST)

Figure 3-Q

SCHEDULE I

SURVEILLANCE ACTIVITY CHECKLIST

(To be performed (Daily) (Monthly) (Weekly), \*I.. )

CONTRACT REQUIREMENT	CONTRACT PARAGRAPH NO	METHOD or ● US?VCILL*NCC	DATE ACCOMPLISHED	WHERE ACCOMPLISHED	COMPLETED
Quality Control	1.5.1	Inspection			
Premove Survey	5.1	Customer Complaint			
Weighing	5.2	Inspection			
Weighing PBP&E	5.2	Inspection			
Timely Pickup	5.3	Inspection/Customer			
Packing Materials	5.4	Inspection			
Packing Methods	5.4	Inspection			
Inventory	5.5	Inspection			
Appliance Svc & Material	5.6	Inspection			
Containerization	5.4	Inspection			
Vehicles	5.7	Inspection			
Container Marking	5.7	Inspection			
Loading	5.6	Inspection			
Storage	5.6	Inspection			
Documents Provided and Completed Properly	5.10	Checklist			
Reports Provided and Completed Properly	5.10	Checklist			
Outbound Weekly Report	5.10.6 CDRL 0009	Checklist			
Government-Owned Container Report	5.10.7 CDRL 0005	Checklist			
Outsize Air Cargo Report	5.11 CDRL 0011	Checklist			

1

SCHEDULE II		SURVEILLANCE ACTIVITY CHECKLIST (To be performed (Daily) (Monthly) (Weekly), etc. )			
CONTRACT REQUIREMENT	CONTRACT PARAGRAPH NO	METHOD OF SURVEILLANCE	DATE ACCOMPLISHED	WHERE ACCOMPLISHED	COMPLIANCE
Quality control	1.5.1	Inspection			
Reweighing	5.2	Inspection			
Timely Delivery	5.3	Inspection/Cust			
Appliance Servicing	5.6	Inspection			
Remark Containers	5.7	Inspection			
Vehicles	5.7	Inspection			
Storage	5.8	Inspection			
unloading	5.9	Inspection			
Unpacking	5.9	Inspection/Customer			
Remove Debris	5.9	Inspection/Customer			
Loss/Damage Recorded (DD Form 1840)	5.9 "	Inspection			
Documents Provided and Completed Properly	5.10	Checklist			
Reports	5.10	Checklist			
Claims Correspondence	5.9.4 & 5.10.9 CDRL 0006	Checklist			
Inbound Shipments on Hand Report	5.10.4 & 5.10.10 CDRL 0010	Checklist			
Government-Owned Container Report	5.10.7 CDRL 0005				

Figure 5-Q

SCHEDULE III

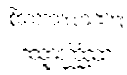
**SURVEILLANCE ACTIVITY CHECKLIST**

(To be performed (Daily) (Monthly) (Weekly), etc. )

CONTRACT REQUIREMENT	CONTRACT PARAGRAPH NO	METHOD OF SURVEILLANCE	DATE ACCOMPLISHED	WHERE ACCOMPLISHED	COMPLIANCE
Quality Control	1 . 5 1	Inspection			
Remove Survey	5.1	Customer Complaint			
Weighing	5.2	Inspection			
Weighing PBP&E	5.2	Inspection			
Timely Pickup	5.3	Inspection/Customer			1'
Vehicles	5.7	Inspection			
Timely Delivery	5.3	Inspection/Customer			
Acceptable Packing Materials	5.4	Inspection			
Packing Methods	5.4	Inspection			
Inventory	5.5	Inspection			
Appliance Servicing and Servicing Materials	5.6 "	Inspection			
Loading	5.4	Inspection			
Unloading	5.6	Inspection			
Unpacking/Reassemble	5.9	Inspection/Customer			
Removal of Debris	5.9	Inspection/Customer			
Loss/Damage Recorded (DD Form 1840)	5.9	Inspection			
Documents Provided and Completed Properly	5.10	Checklist			

MT FORM  
84 DEC 354-R (TEST)

Figure 6-0



CUSTOMER COMPLAINT RECORD

DATE/TIME OF COMPLAINT: \_\_\_\_\_

NAME OF COMPLAINT: \_\_\_\_\_

PHONE NUMBER OF COMPLAINANT : \_\_\_\_\_

NATURE OF COMPLAINT:

CONTRACT REFERENCE :

VALIDATION :

DATE/ TIME CONTRACTOR INFORMED OF COMPLAINT: \_\_\_\_\_

ACTION TAKEN BY THE CONTRACTOR:

COMPLAINT RECEIVED/VALIDATED BY

CONTRACT ADMINISTRATOR' S PLAN

FOR

CONTRACT PERSONNEL PROPERTY SHIPMENT SERVICES

AT

(Name of Activity)

This plan is for use by the contracting office only.  
It is not provided to the contractor at any time.

## CONTRACT ADMINISTRATOR'S PLAN

### 1. GENERAL

a. This plan has been developed to aid in providing effective and systematic surveillance of the contract and is to be used in conjunction with the Quality Control Plan.

b. While the Quality Assurance Evaluator (QAE) may evaluate the contractor's performance and document noncompliance action, only the contracting officer may take formal action against the contractor for unacceptable performance. The section of this plan entitled "ACTIONS FOR CONTRACTOR NONCONFORMANCE" (paragraph 2) lists actions which may be taken by the contracting officer when contractor deficiencies are discovered.

c. The personal property shipping office (PPSO) is charged with checking job performance of the QAE and ensuring they are technically competent. The contracting officer is responsible for review of QAE surveillance procedures to ensure QAE's understand the contract terms, surveillance procedures, and documentation requirements. If deficiencies are discovered during the review, the contracting officer will notify the PPSO and provide any assistance the PPSO may request, such as additional training for QAE personnel. The procedures to accomplish contract administrator surveillance are described in this plan. However, surveillance may be expanded to include other sections as deemed appropriate, such as:

(1) A general synopsis of the contract and services required.

(2) A personnel listing of key individuals (Government - functional area chief, @Es/alternates, contract administrator/alternate, Administrative Contracting Officer (ACO); Contractor - president of company, on-site managers, QA personnel).

(3) Phase-in, phase-out milestone plan.

(4) Listing of other QAE duties and actions and a milestone schedule of when these functions must be accomplished.

### 2. ACTIONS FOR CONTRACTOR NONCONFORMANCE

a. The actions listed below are the normal steps to be taken when the contractor's performance is found unsatisfactory by the QAE. The actions listed are not hard-and-fast rules. When the contractor's performance is unacceptable as defined in the Quality control Plan and a formal action is indicated, the QAE, PPSO, and the contracting officer should meet to determine what action is appropriate for the specific circumstances. The specific decision to take action or not shall be documented in block 12 of the Contract Discrepancy Report (CDR). If a decision is reached not to take the action listed, the reasons will be included on the CDR and signed by the contracting officer.

b. The QAE must determine the cause(s) of the unacceptable performance. If the Government caused any of the defects these will not be counted against the contractor's performance. When the Government has caused the contractor to perform in an unacceptable manner, a letter must be written to the responsible Government organization requesting corrective action be taken.

c. When the contractor is responsible for unacceptable performance, a CDR will be initiated by the QAE, forwarded to the contracting officer for evaluation and issued, if appropriate, to the contractor. The seriousness of the failures should govern whether to issue the CDR at the end of the month or as soon as unacceptable performance is indicated.

d. When a CDR is issued for a service, the contracting officer may reduce that month's payment by the percentage of the amount indicated under the appropriate schedule of the Required Services Chart (RSC) .

e. Termination for default may be appropriate at any time and does not require a specific number of CDRs. However, a third CDR should be cause for consideration of termination action.

### 3. SURVEILLANCE OF THE QAE

a.. The contracting officer's review of QAE procedures and documentation should be done by joint surveillance with the PPSO.

b. Surveillance may be accomplished through use of periodic checklists. The contracting officer may evaluate a portion of the QAE surveillance activity each month. Checklist items should be reviewed at least once every 6 months with the PPSO. A record of the surveillance will be made and it will become a permanent part of the contract administration file.

c. The amount of surveillance specified should provide the contracting officer with sufficient knowledge of the QAE's performance to support sound decisions if action are indicated. This surveillance should assure the contracting officer of the QAE's performance.

d. The contracting officer will verify that the QAE is accomplishing the inspection in accordance with the surveillance plan. Observation of one or two checks will be sufficient to verify the QAE's procedures. If deficiencies are discovered in QAE surveillance procedures, the contracting officer will notify the PPSO and provide any assistance the PPSO may request, such as additional training for QAE personnel.